



Client Services Manager

Office Location: Remote-position (our office in East Liberty is utilized for meetings)

Employment type: Full-time

Compensation type: Salaried, Exempt

Shift Collaborative is looking for a client services manager to join our team in delivering strategic, compelling, and results-driven solutions for our clients.

Ours is a team environment, and you'll be working with designers, writers, digital specialists, and strategists. We're excited by creativity and guided by research, but most of all we are drawn by curiosity to find new and smart solutions to communications problems.

The workdays are fast-paced, with a wide-ranging mix of tasks, deadlines, and activities. If you're eager to work in a supportive, engaged team, we are eager to meet you.

More About You

- You enjoy communicating to and working with a variety of personality types.
- You are an articulate and polished speaker who is able to convey concepts and ideas with ease, especially to a non-technical audience.
- You like to learn and talk about branding, advertising, digital marketing, and web design.
- You have a keen attention to the details and know when something needs to be changed or refined further.
- You thrive when working and collaborating as part of a multidisciplinary team.
- You are flexible, especially in a moment where a client or team member throws you a curveball such as changing the scope or moving a deadline.
- You are motivated to solve problems and to help clients meet or even exceed their goals.
- You are local to the Pittsburgh area, but comfortable working in a remote environment.

Job Duties

- Manage day-to-day client communications and operations, which includes preparing for and running regular meetings, responding to clients via email, fielding new requests as they arise, and making sure all deliverables and deadlines are met and on budget
- Translate key client objectives and strategies back to the project team
- Create and update project tasks, due dates, and milestones in Shift's project management software
- Communicate and explain brand design, messaging, digital and traditional advertising, and web design and development to clients
- Analyze activities on the accounts you manage weekly
- Prepare monthly reports of activities and narrative analysis to present to accounts
- Perform copy editing and proofreading to ensure error-free campaigns
- Stay informed about strategies, tools, and trends within the marketing, communications, and design realms

Knowledge, Skills, Abilities

- Bachelor's Degree in business or related field, or equivalent professional experience
- 3+ years client services experience required
- Managerial experience preferred
- Ability to develop and maintain collaborative relationships with peers and colleagues and with clients; must be comfortable working with remote clients
- Excellent written and oral communication skills
- Excellent analytical and presentation skills
- Strong understanding of current marketing strategies and tactics
- Strong understanding of Google apps, particularly Google Docs, Google Sheets, and Google Slides
- Ability to manage multiple projects and deadlines in a fast-paced environment
- Creativity and resourcefulness with an entrepreneurial attitude
- Able to stay organized and manage all of the details
- Interest in learning opportunities outside of assigned tasks, projects, and day-to-day responsibilities
- Reliable time management skills
- Ability to work independently and in concert with team members
- Must own a reliable laptop/computer to use for work

Other Important Bits

- The physical office in East Liberty is available for small meetings and includes two workstations, but we are currently operating from virtual offices
- Group meetings and training sessions at the office may be required from time to time

- Paid holidays and paid time off
- Student loan repayment benefit
- Medical, dental, vision insurance (50% paid by company)
- Monthly expense stipend
- Commission opportunities and profit-sharing

Salary Range

\$50,000 - \$55,000

How to Apply

Include a cover letter that demonstrates who you are as a potential team member. Tell us how you see yourself, the work, and this opportunity. Great writing is important to us, so use the opportunity to be creative and clear. In the cover letter, please tell us:

- What do you enjoy about working in client services
- Why you want to work at Shift and not somewhere else
- A time you needed to learn something new to get work done, and how you approached it

Please supply a separate document answering the following questions. A concise answer is going to be better than a long one here; four or five sentences will be fine.

1. What questions would you ask a client who wants to use social media to get the word out about a new product they are launching?
2. Share an example of a time when you needed to deliver news that the other person may not be excited to learn. How did you approach it?
3. Tell us about an account you worked on and how you made it successful.

We will respond to qualified applicants with next steps.

DISCLAIMER

The above job description is not an exhaustive list of all duties and responsibilities of the position and in no way is to be construed as a contract. As with all positions, employment is “at will” or voluntary on both the part of the organization and the team member. Employment is not for a set period of time and may be discontinued by either party for any reason with or without notice.

Shift Collaborative is an Equal Opportunity Employer.

